



U.S. Department of Veterans Affairs

Muskogee VA RPO
Education Update July 2023



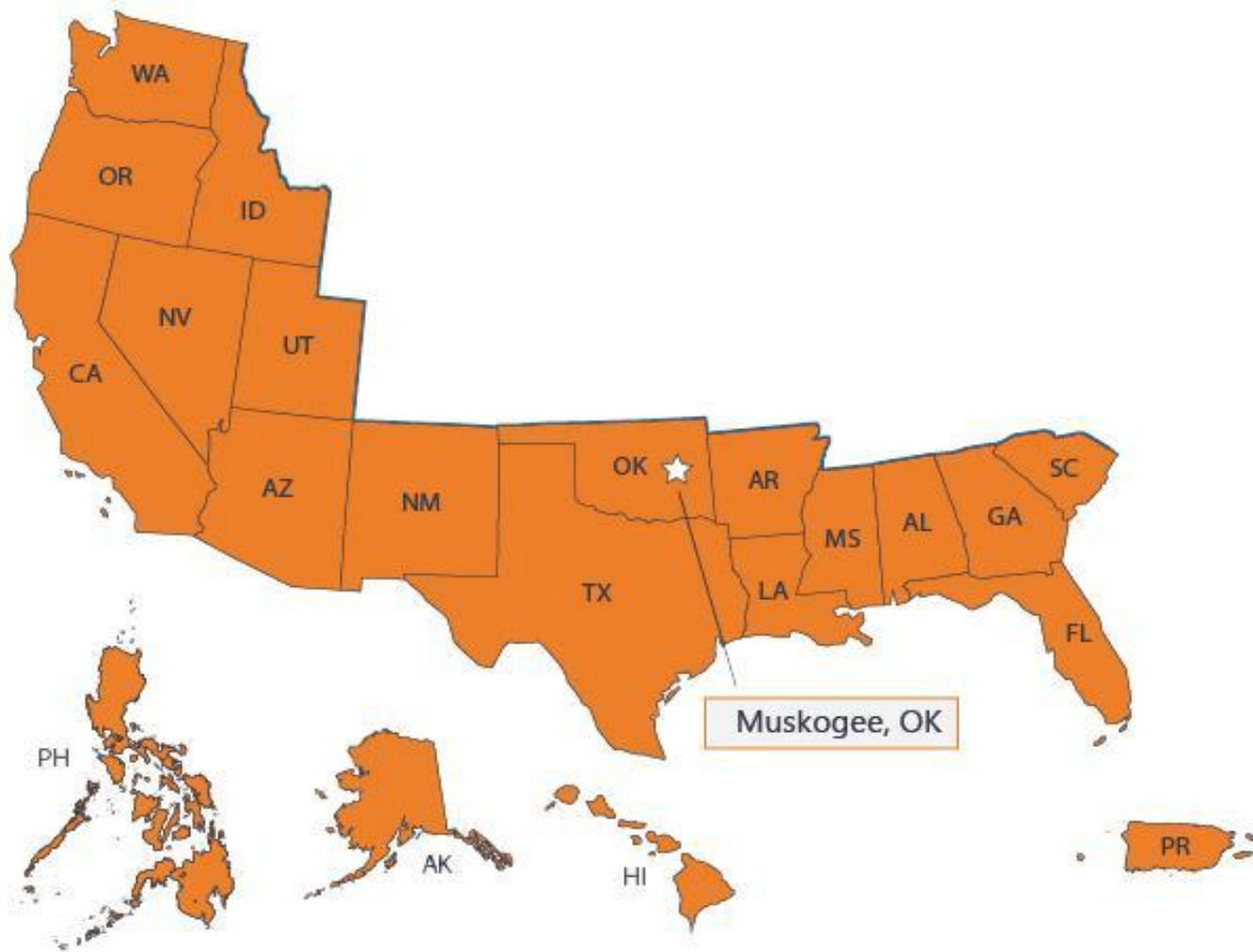
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Jurisdictional Information



The Muskogee RPO is one of two offices that process Education benefit claims, Buffalo being the second.

Muskogee manages about 52 percent of the nation's workload overseeing 20 states and the Trust Territories/Philippines.

Muskogee is also home to the Education Call Center (ECC).

Muskogee's Education division is staffed at 578 employees (to include management), and the ECC is currently staffed at 284 employees.



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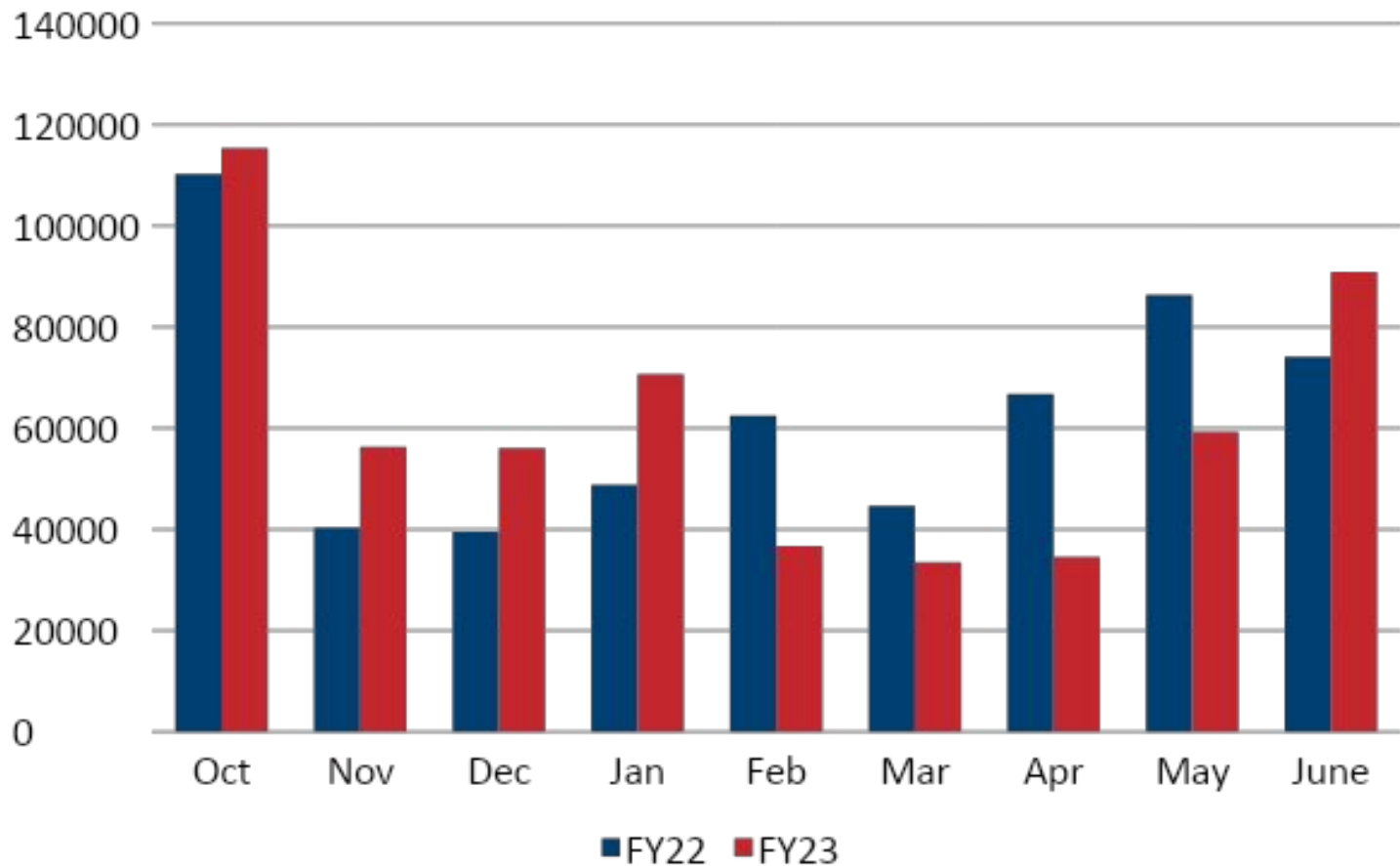
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Workload

Incoming – Original Claims



Original Claims received for the period October – June

FY22 – 573,196

FY23 – 553,224

A 3% decrease in pending original claims this fiscal year



Workload

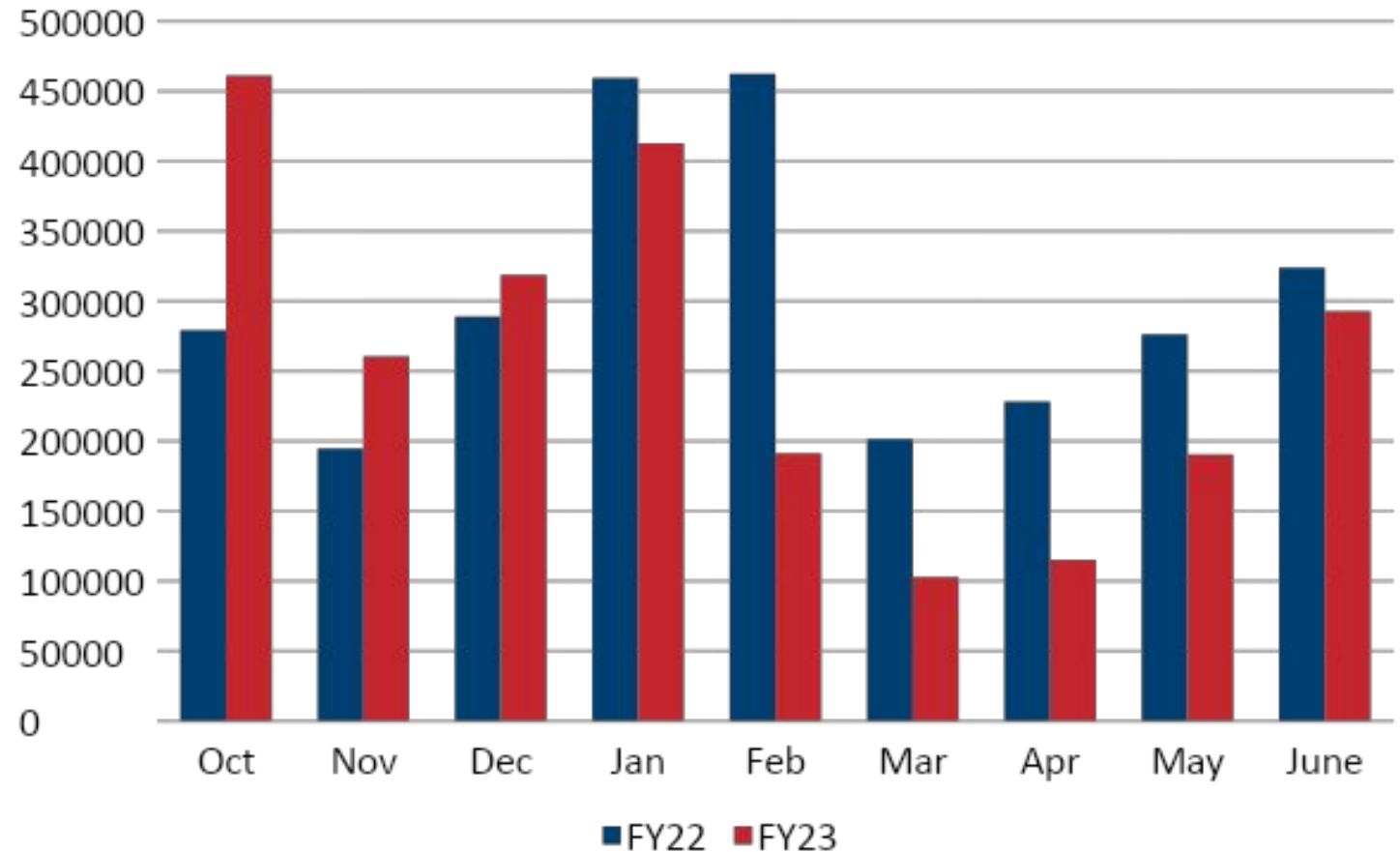
Supplemental Claims received for the period October – June

FY22 – 2,714,449

FY23 – 2,345,718

A 14% decrease in pending supplemental claims this fiscal year

Incoming – Supplemental Claims



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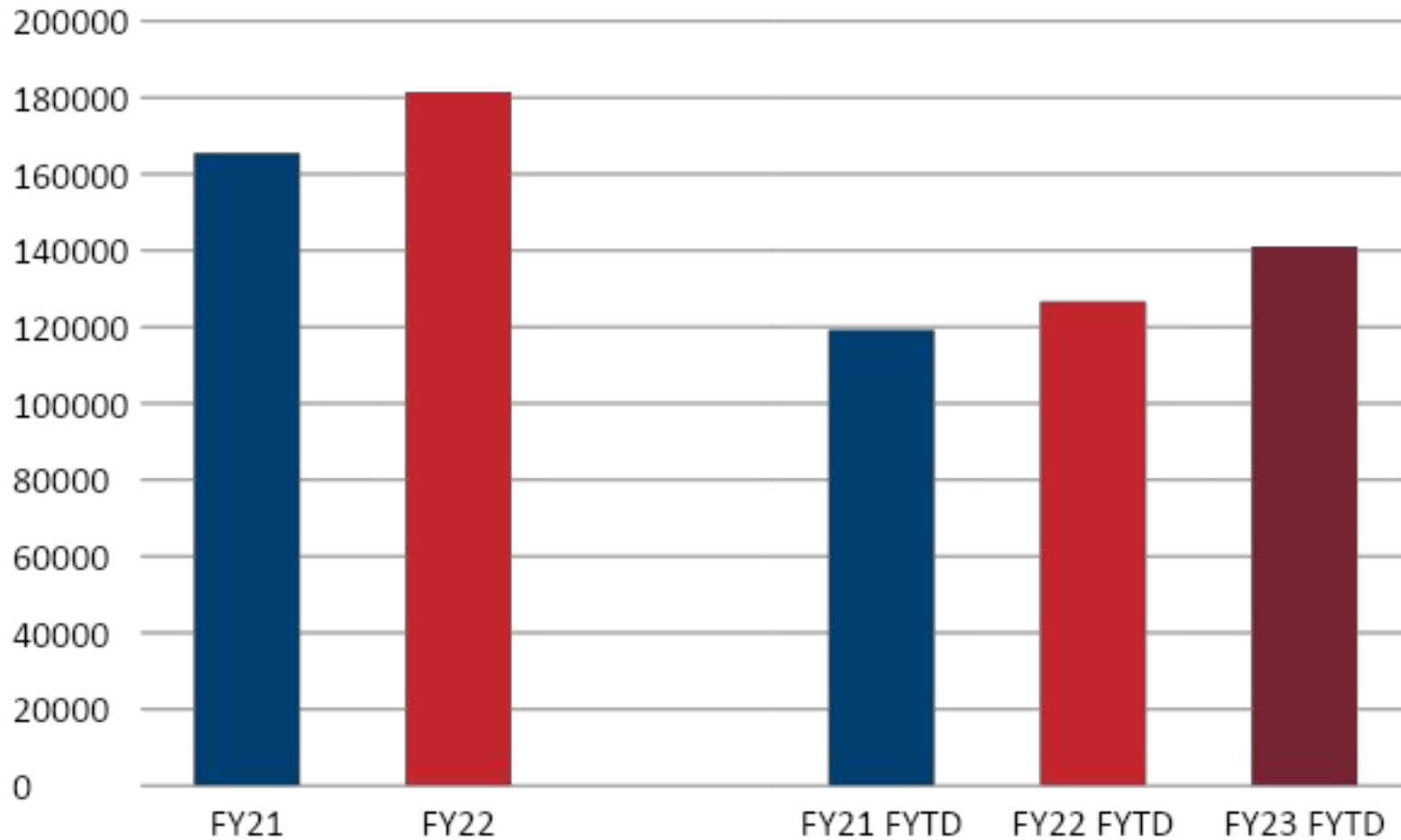
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Original Claims Processing Highlights

Original Claims Processed



Original Claims Processed

□ FY21 – 165,460

□ FY22 – 181,435

FYTD	Muskogee	Automation	Total
FY21	119,162	0	119,162
FY22	126,686	0	126,686
FY23	131,843	9,106	140,949

*FYTD = Oct 1 – Jun 30



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Supplemental Claims Processing Highlights

Supplemental Claims Processed

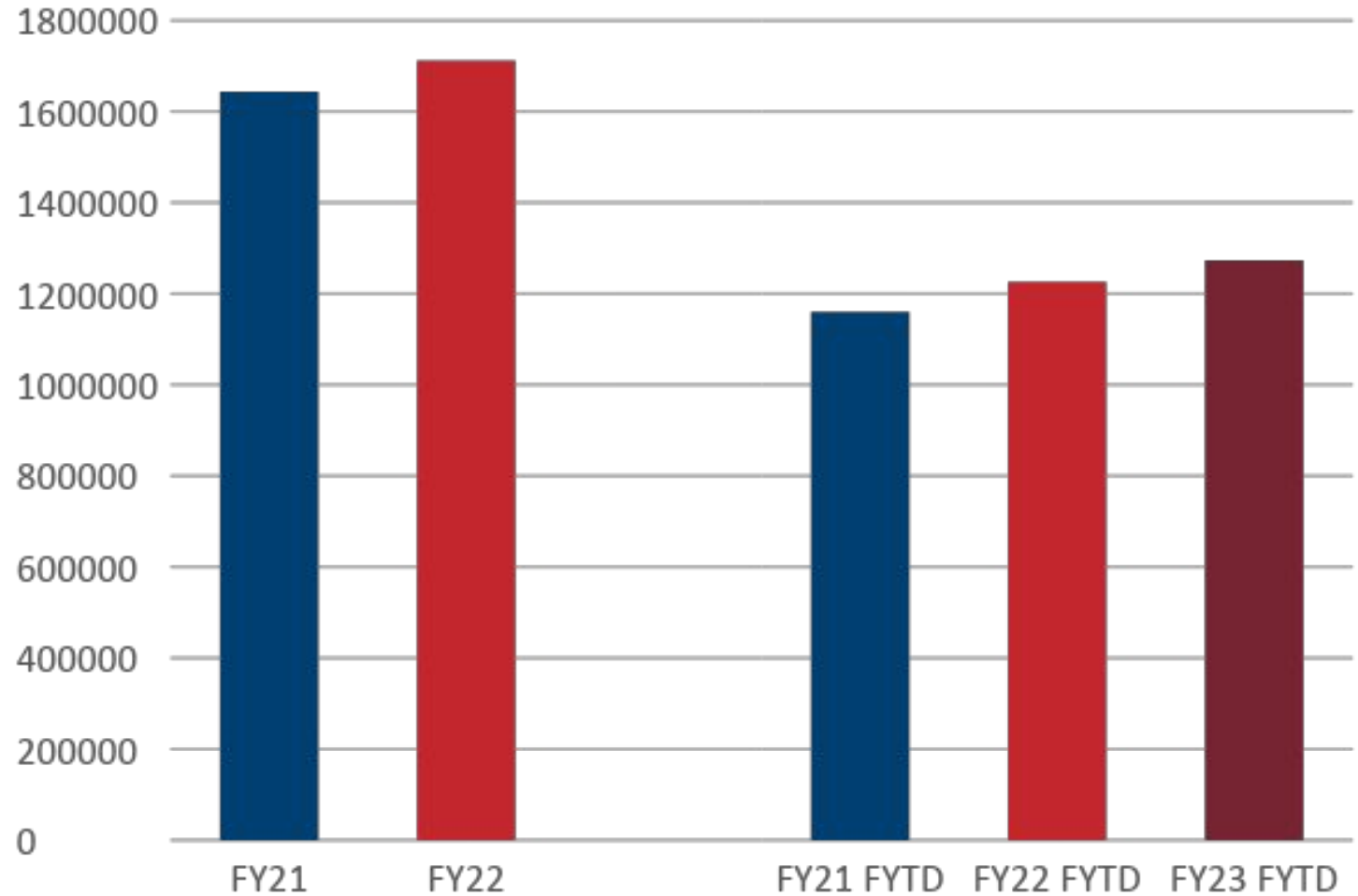
□ FY21 – 1,643,177

□ FY22 – 1,712,592

FYTD	Muskogee	Automation	Total
FY21	844,939	315,642	1,160,581
FY22	755,147	470,833	1,225,980
FY23	727,708	545,460	1,273,168

*FYTD = Oct 1 – Jun 30

Supplemental Claims Processed



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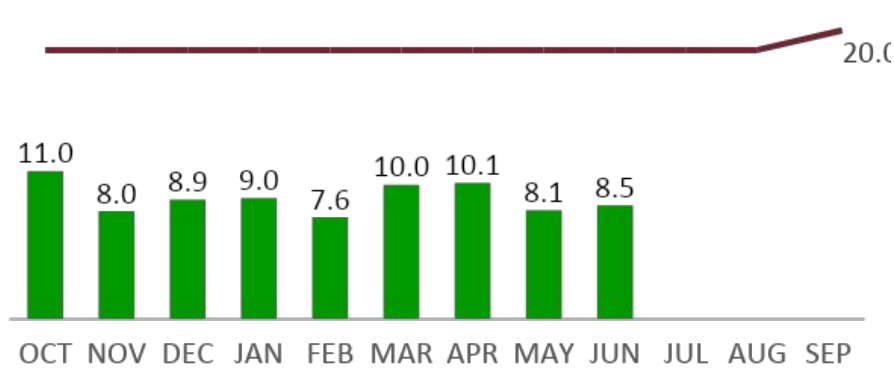
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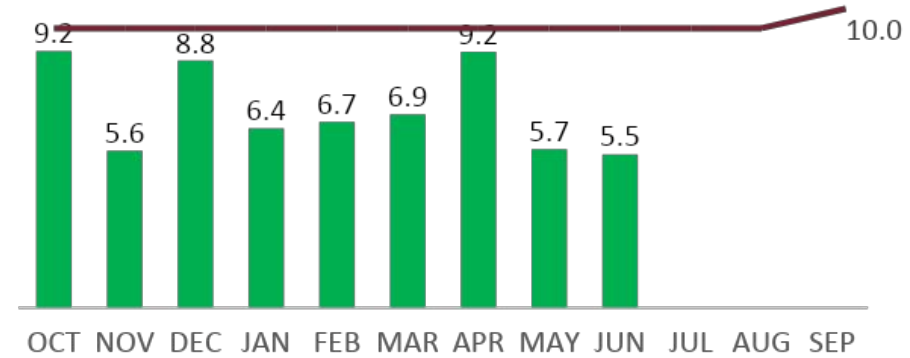
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Performance Targets - Timeliness

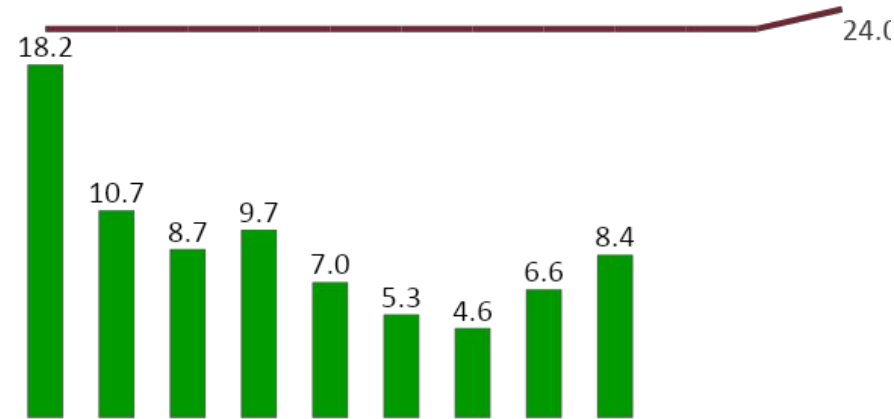
Original ADP Months Met: 9 Target: 11



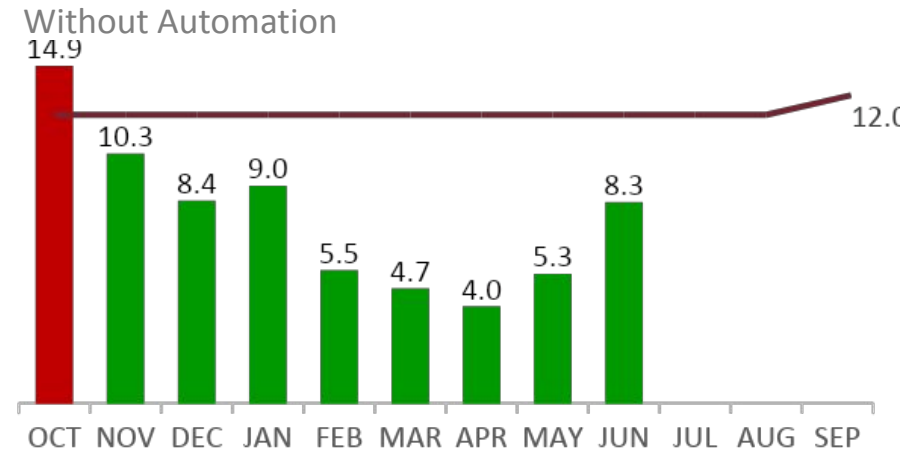
Supplemental ADP Months Met: 9 Target: 10



Original ADC Months Met: 9 Target: 12



Supplemental ADC Months Met: 8 Target: 11



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Quality

	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	FYTD
MUSK	98.7%	100%	96.3%	96.2%	97.5%	96.6%	100%	100%	99.6%				
MUS FYTD	98.7%	98.7%	98.5%	98.3%	98.0%	98.0%	98.1%	98.1%	98.6%				

Training:

Muskogee's Quality training team continues to perform refresher trainings during weekly team huddles. Topics include National and local error trends, as well as any changes in policy and procedures.

Completed Training:

- DGI Automation & Expectations (Coffee Shop Discussion Series)

Upcoming/Ongoing Training:

- Training Classes- Ch33- 15 VCEs, Ch35- 26 VCEs
- Adobe Learning Manager (ALM) FY24
- Error Trend Analysis Training



Veteran Rapid Retraining Assistance Program (VRRAP)

The VRRAP benefit was signed into law on March 11, 2021, providing a limit of \$386 million in funding or 17,250 participants, whichever come first.

The benefit provides up to 12 months of tuition and fees, a monthly housing allowance based on Post-9/11 GI Bill rates and covers education and training programs approved under the GI Bill and Veteran Employment Through Technology Education Courses (VET TEC) that lead to high-demand jobs. These include associate degrees, non-college degrees, and certificate programs. The Department of Labor determines what's considered a high-demand job for VRRAP.

For a Veteran to be eligible for VRRAP, one must meet the following requirements.

All of these must be true:

- At least 22 years old, but not older than 66, **and**
- Unemployed because of the COVID-19 pandemic, **and**
- Not rated as totally disabled because the Veteran can't work, **and**
- Not enrolled in a federal or state jobs program

Note: The Veteran can not receive VRRAP benefits at the same time they are receiving unemployment benefits (including CARES Act benefits).

VRRAP

Muskogee RPO VRRAP Team began processing VRRAP applications effective, May 5, 2021.

- VRRAP application totals as of July 6, 2023:
 - Cumulative received – 31,625
 - Completed –31,625
 - Pending Inventory – 0

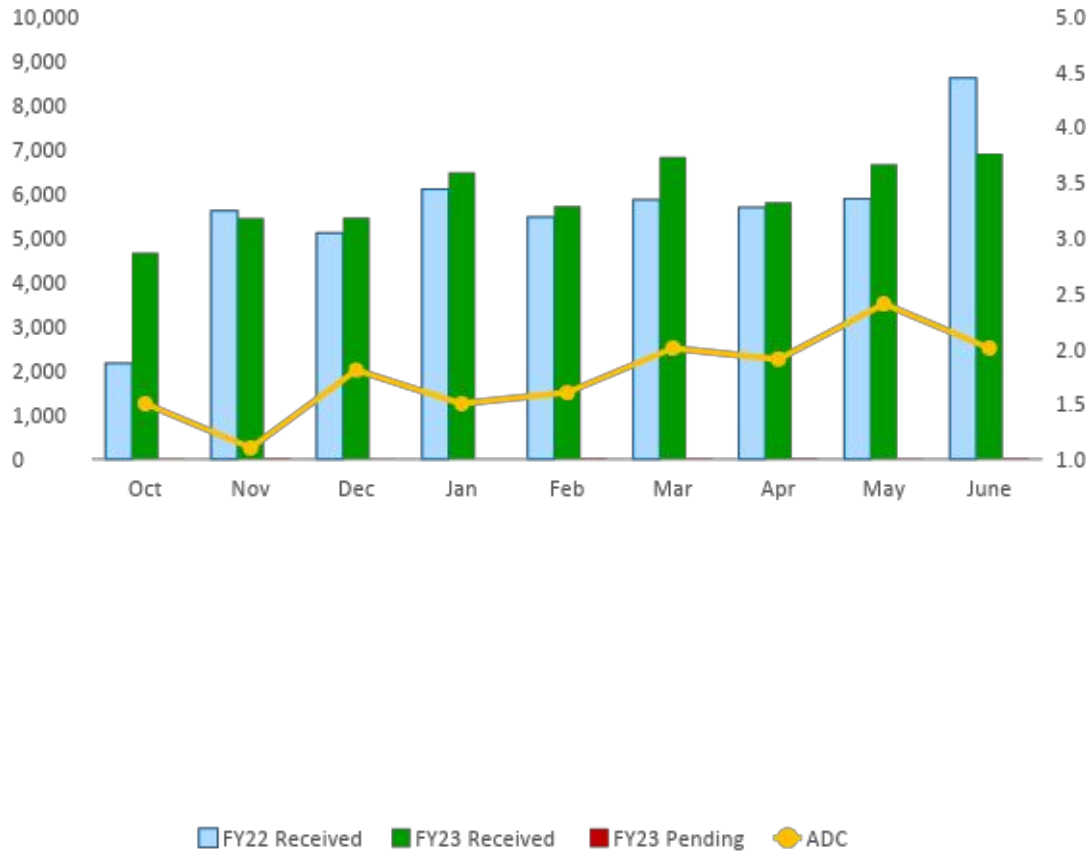
- VRRAP payments totals as of July 6, 2023:
 - Total payments released - \$288,028,349.73
 - MHA payments - \$147,479,463.97
 - T&F payments - \$140,548,885.76

After June deployment 5.2.1.1 to DGI/Enrollment Manager (EM), the VRRAP benefit is now included in EM. Hard copy certifications are being submitted/accepted along with enrollments received via EM until August 1, 2023.



Ask VA Inquiries

Receipts & Inventory



Inquiries by Preferred Response Type and Veteran

Relationship

Veteran Relationship	Email Inquiries	Phone Inquiries	US Mail Inquiries	Total Inquiries
*Unauthenticated Users	755	96	5	856
Attorney			1	1
Child	333	42	5	380
Guardian	1			1
Ex-Spouse	1			1
GI Bill Beneficiary	23,058	4		23,062
OJT/Apprenticeship Supervisor	1,217			1,217
Other (Business)	2,588	1		2,589
Other (Personal)	5,476			5,476
Parent	21	2		23
School Certifying Official	20,005			20,005
Spouse/Surviving Spouse	103	13	2	118
VA Employee	91			91
Work Study Site Supervisor	123			123
Total	53,772	158	13	53,943

Work Study Highlights

Claims Processed

62,608

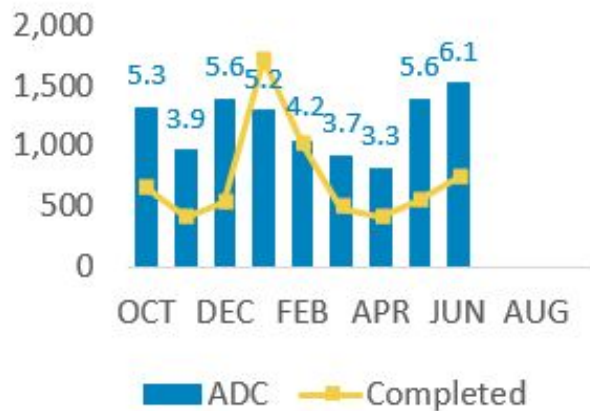
1,885

Participating Facilities

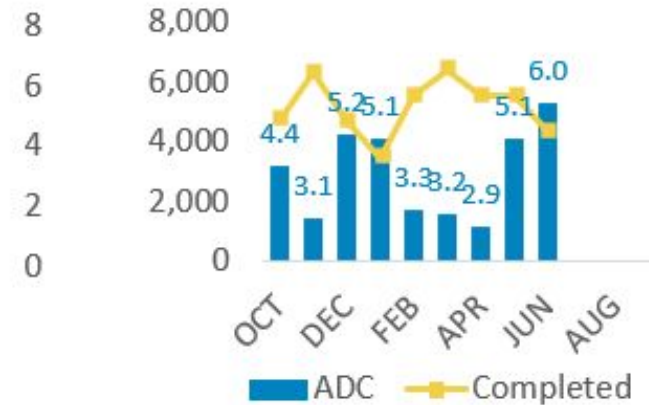
8,400

Participating Students

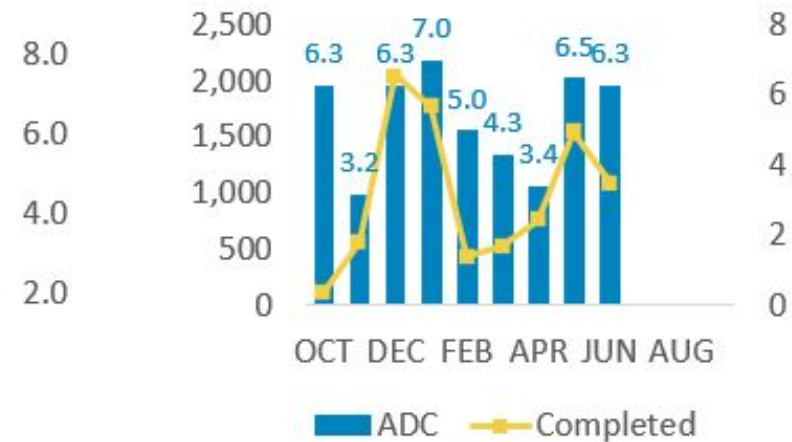
Applications



Time Records



Contract Extensions



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Education Call Center

FY23 FYTD ECC Call Data	Incoming Calls	Answered Calls	% Answered	Avg Speed to Answer
Combined Totals	1,606,496	1,463,593	91%	0:04:21
SCO Hotline Only	142,700	140,758	99%	0:00:26

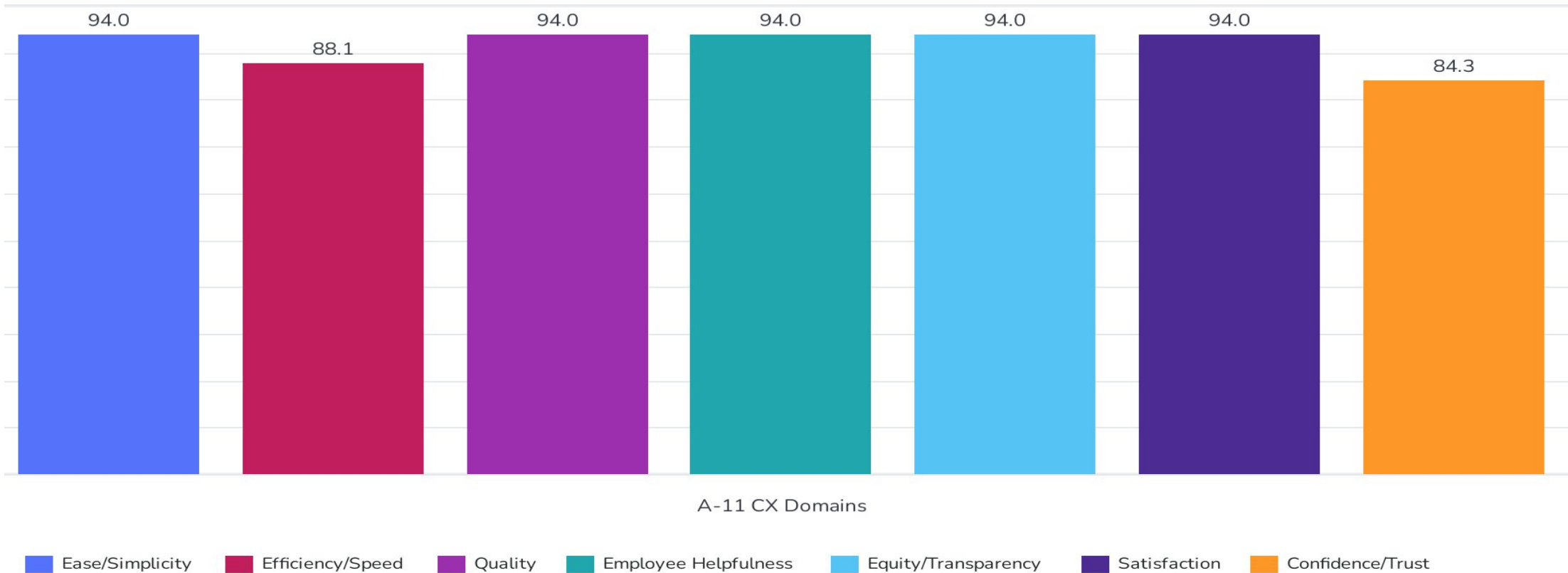
FY23 Monthly VACO ECC Quality Scores	Oct	Nov	Dec	Jan	Feb	Mar	Current
Overall Quality Through March	90.7%	93.1%	93.2%	91.5%	95.4%	95.0%	93.2%



Education Call Center

ECC Customer Experience Ratings

Percentage of Respondents Rating 4-5 on a 5 Point Scale



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